

## DTS ITSM 7 Quick Reference Guide

Accessing the DTS ITSM 7 Service Request Management System will allow you to create, view, update, modify, cancel, open requests on behalf of others, or re-open your own service requests.

More detailed information is available in the [Remedy Web Instructions](#).

Logging in

- Launch Internet Explorer.
- Enter [WWW.DTS.CA.GOV](http://WWW.DTS.CA.GOV)
- Select "24/7 Service Desk".
- Select "ITSM Service Request Management System"
- Click on the Sign In link
- Enter your email address and password on the login screen (password is case sensitive)

Submitting a Request

- Click "Request Entry"
- Select a Service Category
- Select a Service and click on the "Request Now" button
- Populate fields
- Click "Submit"

Viewing a Request

- Click "Request Entry"
- Select a link from the Submitted Requests Navigation Pane located on the left side
- Highlight a request
- Click "Request Details"
- Click "Activity Log" link at the top of the form
- Click on entries to view each individual update

Updating a Request

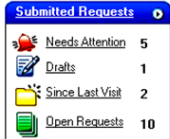









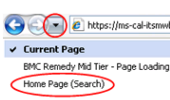


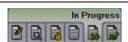
- Follow the steps to Viewing a Request.
- Click "Add" in the Activity Log.
- Enter a brief description in the Summary and detailed information in the Notes fields.
- Click "Save".

If you need assistance or authorization to use this system, contact the DTS Service Desk at (916) 464-4311 or you can send an email to: [DTSHELP@DTS.CA.GOV](mailto:DTSHELP@DTS.CA.GOV).

When calling or emailing the DTS Service Desk, please include the Request ID. This will assist in retrieving and troubleshooting your request.

## Service Categories Console Functions

The Service Categories Console functions are located on the left side of the page called the Navigation Pane. The following tables will describe the functional areas.

ICON	FUNCTION	ACTION
	<b>Submitted Requests</b>	<b>Submitted Requests Section</b>
	Needs Attention	Displays service requests that have been updated or require your attention.
	Drafts	Displays service requests that have been saved as a Draft to be submitted at a later date.
	Since Last Visit	Displays service requests that have been Closed since your last visit.
	<b>Quick Picks</b>	<b>Links to Service Requests that are selected most often.</b>
	Report an Incident	Opens a service request to report an incident.
	<b>Action Menu</b>	<b>Allows you to select other important functions.</b>
	Service Categories	List of all services by category.
	User Preferences	Configure settings of the Request Entry Console.
	Answer Survey	Provide feedback on the quality of service on a particular request.
	Suggestion	Enter suggestions to improve your experience with DTS.
	Request On Behalf Of	Allows you to create requests on behalf of other users.
	View Broadcasts New Broadcasts	Displays important messages about work or outages that might affect your organization.
	Shopping Cart	Allows you to select multiple categories and put them in the shopping cart before filling them out individually.
	Refresh	Refresh the data in the tables.
	Logout	Log out of the Remedy 7 web tool.
	Help	Access the help function on how to use the application.
	Search	The search menu and magnifying glass allows you to search for a specific service.
	Service Categories	The Home and Service Categories Links take you back to the Service Categories Console.
	Recent Pages	This will take you back to the IT Home Page or bring up other recent pages.  The look will vary depending on which version of IE you are running.  Select the drop down arrow next to the back and forward buttons located in the upper left corner of your internet session and select the Home Page (Search).
	Back Link	The Link takes you to the previous view much like the internet browser's back button.  The Link maintains the history of the last three views.  The Link is disabled when there is no view history, submitting a request, or when you have reached the beginning of the view history.
	Forward Link	The Link moves the user ahead in the Back history.  The Link is disabled when you reach the end of the view history.
	Workflow Bar	Displays the status of the selected service request.